



BERKELEY LAB
**VOICE MAIL
USER GUIDE**

CallXpress Unified Messaging System
Telephone Services x7997
tsc@lbl.gov

CallXpress Voice Mail

CallXpress gives you more ways to manage your voice mail messages while keeping many of the same key-pad commands you're already familiar with.

Stay connected, even on the go, with the many services available:

Email Access to Messages *new!*

Web Access to Messages ✓

New Message Notification ✓

Mobility (calls follow you) ✓

Fax Capability ✓

Accessing the System

Lift your desk phone receiver and press either the **VMBX** button or **[*5]** on the keypad.

First Time Users

First time users are given a tutorial that walks them through the required process of selecting a **password** and recording a **name** and **greeting**.

1. Lift your desk phone receiver and press either the **VMBX** button or **[*5]** on your keypad.
2. Select a new password between 4 and 15 digits long.
3. Follow the remaining prompts to record your name and greeting.
4. When done, you may hang up or choose to remain in your mailbox.

Main Menu

When you access your mailbox, you will hear the number of messages you have followed by the **"Ready"** prompt. From here, you are in the Main Menu and can easily access messages or other features.

- 4 **Greetings**
- 5 **Listen** to Messages
- 6 **Record and Send** a Message
- 1 6 **Options** Menu
- 0 **List** all available commands

Greetings Options

From the "Ready" prompt, you can also access your Greetings options.

- 4 6 **Personal Greeting**
- 4 7 **Out of Office Greeting**
(messages are blocked)

Message Menu

When you press **[5]** after the “**Ready**” prompt, your New Messages will begin to play. If you have no New Messages, you can go directly to your Saved Messages by pressing **[5]** twice. While the message plays back, the following options are available.

- | | |
|-----|---|
| 1 4 | Call the message sender |
| 1 3 | Forward Message |
| 1 7 | Reply to message |
| 2 | Back up 5 seconds |
| 2 2 | Return to beginning of message |
| 3 | Delete message |
| 4 | Advance 5 seconds |
| 5 | Skip to next message |
| 6 | Record new message |
| 7 | Save message |
| 8 | Hear time and date of message |
| 1 8 | Change message volume
(press 2 to resume playing) |

Sending Messages

You can create a message while in your own mailbox and send it to either an individual user or a Distribution List* (a group of users).

Sending a Message:

1. At the “Ready” prompt, press **[6]**.
2. Record your message at the tone, then press **[#]**. To cancel and erase your message, press **[**]**.
3. Enter the 4-digit extension of either the recipient or the Distribution List*. To locate a person by name, press **[0 0]**. To cancel an address, press **[*]**.
4. After entering all recipients, press **[#]** for the addressing options listed below or simply press **[##]** to send.

Addressing Options:

- | | |
|---|------------------------|
| 1 | Return Receipt |
| 4 | Private |
| 5 | Future Delivery |
| 6 | Urgent |

**To request a Distribution List, please contact Telephone Services at tsc@lbl.gov or call x7997.*

Phone Manager Menu

Manage your mailbox preferences via the Phone Manager Menu. The most frequently used of the many available options are listed here. To access the Phone Manager, press **[1 6]** at the “Ready” prompt.

- | | |
|---|--|
| 1 | Personal Options
(Greetings, Security Code) |
| 2 | Messaging Options
(Distribution Lists, Message Forwarding) |

Disconnect Options

Users have several options available when exiting the voice mail system.

- | | |
|------------|---|
| 9 9 | Exit session and disconnect (or simply hang up) |
| 9 * | Return to the Main Menu |
| 9 0 + ext. | Exit and transfer out to a Lab extension (enter 4-digit extension) |

Great Tip

You can place a call for free to another Lab extension. Exit your mailbox session by pressing **[9 0]** then enter the **4-digit** Lab extension. For added savings, contact Telephone Services for a toll-free number to use when checking messages remotely.

Enhanced Services

To keep you connected to your callers and access your messages when you're on the go, subscribe to the additional services listed below. Contact Telephone Services at x7997 for more information.



Email Access to Messages

receive and play back messages in your email



Web Access to Messages

play back messages and manage your preferences online



Mobility

have calls follow you to a specific number



Notifications and New Message Alerts

receive an alert when new messages arrive

Fax Messages

Subscribe to the Fax Messaging service to receive faxes in your mailbox just as you would voice messages. View or print faxes from your computer, or send them to a fax machine of your choice. To subscribe, contact Telephone Services at x7997.

During Fax Message Playback, press **[1 9 8]** and then choose from the options below.

1

Print to default fax

2

Print to specific fax

Helpful Tips

1. To access voice mail **remotely**: Call 510-486-7100 and enter your mailbox number, then your password. For the toll-free remote access dial-in number, contact Telephone Services.
2. **To place a call to another Lab extension without hanging up**: At the "Ready" prompt press **[9 0]** followed by the 4-digit extension of the person you wish to reach. The system dials your party free of charge. For added savings, contact Telephone Services for the toll-free number to use when checking messages remotely.
3. To record your standard **Greeting**: At the "Ready" prompt, press **[4 6]**. Start recording after the tone, press any key to stop. To save, press **[#]**. To cancel and start over, press **[*]**.
4. To change **volume**: Press **[1 8]** at the "Ready" prompt. You will hear "Ready" spoken as a volume sample. Volume will first increase, then decrease. If volume is changed during message playback, press **[2]** to resume play. Volume settings revert to the system default once you hang up.

For more information, please visit us at tscweb.lbl.gov and click on Voice Mail. For help or support, please email Telephone Services at tsc@lbl.gov or call x7997.

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